



STARTALK / FLASHTALK VOICEMAIL
ADMINISTRATION GUIDE



Table of Contents

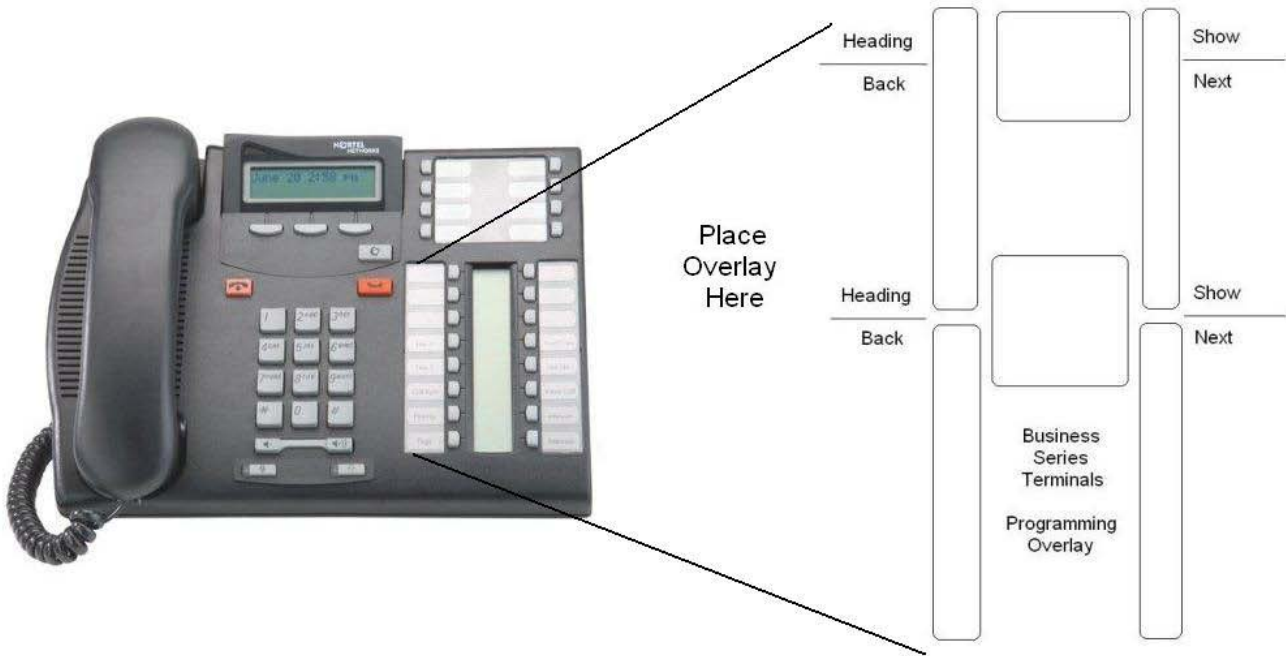
Phone System Programming.....	3
Programming Overlay.....	3
Program System Speed Dials.....	4
Change the Name of a Set.....	4
Change the Time and Date on the Phone System.....	4
Program Keys on the Phones.....	5
Common Feature Codes:.....	5
Voicemail Programming.....	6
Log Code:.....	6
Record Introduction Greeting.....	6
Record Instructions:.....	6
CCR Tree Setup and Changes.....	7
Holiday Greeting Activation.....	8
Changing Company Hours.....	9
Create a Group List:.....	9
Add a Mailbox:.....	9
Reset the Password of a Mailbox:.....	10
Change the Name on a Mailbox.....	10
Change a Personal Greeting.....	10
Change the Recorded Name for a Mailbox.....	10
Program Message Notification for a Mailbox.....	10
Access your Mailbox from Outside.....	10



Phone System Programming

Programming Overlay

T-Series



M-Series



Program System Speed Dials

1. Press Feature ** **23646**
2. Password: **23646**, press **OK**
3. See Speed Dial: press **SHOW**
4. Enter a speed dial code : 01-79, press **SHOW**
5. Press **CHANGE** on display and enter the phone number, then press **OK**
6. Press **NEXT**
7. Press **NEXT**
8. Press **NEXT**
9. Press **CHANGE** to enter a NAME for the speed dial
10. Spell out name (press # after each letter), then press **NEXT**
11. Press **NEXT**
12. Enter the next speed dial, or press **RLS** key

Change the Name of a Set

1. Press Feature ** **23646**
2. Password: **23646**, press **OK**
3. See Speed Dial: press **NEXT**
4. See Name, press **SHOW**
5. Press **SHOW** again
6. Enter the extension number
7. Press **CHANGE** (see on display)
8. Spell out the new name (press # after each letter)
9. Press **NEXT**
10. Press **RLS** to exit programming

Change the Time and Date on the Phone System

1. Press Feature ** **23646**
2. Password: **23646**, press **OK**
3. See Speed Dial: press **NEXT**
4. See Name, press **NEXT**
5. See Time and Date, Press **SHOW**
6. See Time, Press **CHANGE**
7. See Hour, Press **CHANGE**
8. Enter the new hour
9. Press **NEXT**
10. See Minute, press **CHANGE**
11. Enter the new minutes
12. Press **NEXT**
13. See AM or PM, Press **CHANGE** (If necessary)
14. Press **NEXT**
15. Press **RLS** to exit programming



Program Keys on the Phones

A. For Outside numbers

1. press Feature *1
2. press a key
3. enter the phone number and press OK

B. For Internal extensions:

1. Press Feature *2
2. Press a key
3. Enter the desired extension number

C. For Features:

1. Press Feature *3
2. Press a key
3. Press Feature key the desired feature code

Common Feature Codes:

Feature:	Description:
Feature *0	Button Inquiry
Feature 4	Call Forward
Feature 984	Call Forward to Mailbox (Voicemail Required)
Feature 74	Call Park
Feature 82	Camp On
Feature 3	Conference Call
Feature 85	Do Not Disturb
Feature 5	Last Number Redial
Feature 980	Leave Message (Voicemail Required)
Feature 71	Link
Feature 630	Page – External & Internal
Feature 620	Page – External
Feature 610	Page – Internal
Feature 76	Pick up – Direct
Feature 75	Pick up – Group
Feature 989	Record Call (Voicemail Required)
Feature *6	Ring Type
Feature *80	Ring Volume
Feature 871	Ringing Service
Feature 0	Speed Dial
Feature 983	System Administration (Voicemail Required)
Feature 70	Transfer
Feature 986	Transfer to Mailbox (Voicemail Required)
Feature 981	Voicemail



Voicemail Programming

Log Code:

- 2 Digit Extension: 121234 or 121111 or 120000
- 3 Digit Extension: 1021234 or 1021111 or 1020000
- 4 Digit Extension: 10021234 or 10021111 or 10020000

Record Introduction Greeting

- 1. Press FEATURE 983
- 2. LOG: Press OK
- 3. Press AA
- 4. Press GRTG, press GRTG again
- 5. Enter greeting number: 1= main
2=
3=
4=HOLIDAY or Non-Business
- 6. Press OK
- 7. Press REC... record greeting, press OK when done
- 8. Press OK to accept recording: press RLS when done

This is only the FIRST part of what callers hear.

Example:

“Thank you for calling ABC company. Our regular business hours are 8:30 to 5 Monday to Friday”

Record Instructions:

NOTE: If you are using a CCR Tree, this is NOT required

- 1. Press FEATURE 983
- 2. LOG: press OK
- 3. Press AA
- 4. Press TABLE, enter 1, then OK
- 5. Press REC, then REC again
- 6. Make your recording, press OK when done
- 7. Press OK to accept recording

This is only the SECOND part of what callers hear and it plays RIGHT after the Introduction Greeting

Example:

“If you know the extension of the person you are calling please enter it now, for a company directory press #. To reach reception or to leave a general message, press 0.”



CCR Tree Setup and Changes

Making changes to a CCR Tree involves 4 steps:

1. Disable the Tree
2. Make Changes to the Tree
3. Save the Changes
4. Re-Enable the Tree

1. Disable the Tree:

1. Press FEATURE 983
2. LOG: press OK
3. Press AA, then TABLE, enter 1, press OK twice
4. Press NEXT 5 times until you see:
5. CCR tree: 1... Press DISABLE, then press OK
6. Press RLS

2. Make Changes to the Tree:

1. Press FEATURE 983
2. LOG: press OK
3. Press OTHR, press CCR, press ADMIN
4. Enter the tree number... usually 1, press OK
5. Press CHNG
6. Enter the PATH number you want to change, press OK

Path Choices:

Menu – A recording of options (Example: “For Admin press 1, sales press 2”)

Info – Information Recording (Example: “We are located at.... Our fax number is...”)

Other – Brings you to the options of pressing Xfer or Lv Msg

Xfer – Transfers directly to a specific extension or phone number

INT – Internal Transfer or **EXT** - External Transfer

Lv Msg – Transfers a caller directly to a specific mailbox number.

Note:

- If you are recording the main menu instructions path enter **0**;
- Then press REC then REC again:
- Begin to speak after the tone and press OK when done and OK to accept recording or PLAY to hear current recording

REMEMBER: Path 0 is the instruction recording that plays after the Introductory Greeting 1, 2, 3 or 4

Path 1 is where callers go if they press 1 from the instruction recording

Path 2 is where callers go if they press 2 from the instruction greeting etc



3. Save Tree

1. Once you have made changes to the paths see END.. press END
2. Press SAVE
3. See save as Tree 1.. press YES
4. Press RLS

4. Re-Enable the Tree

1. Press FEATURE 983
2. Log: press OK
3. Press AA, TABLE, enter 1, press OK
4. Press OK again
5. Press NEXT 5 times until you see CCR Tree: 1... press ENABLE, then press OK
6. Press RLS

Holiday Greeting Activation

1. Record greeting 4. (see Page 6 for instructions)
2. To activate: press FEATURE 982
3. Password: 1111, press OK
4. See ATDT Avail: Y press CHNG: see N, press next
5. See Bus Open: Y press CHNG: see N press next
6. Press RLS

NOTE: When Bus Open set to Y system will play regular greetings: 1, 2, 3
When Bus Open set to N system will only play greeting 4

Holiday Greeting De-Activation:

1. Press FEATURE 982
2. Password: 1111. Press OK
3. See ATDT Avail: N: press CHNG see Y, press Next
4. See Bus Open: N press CHNG: see Y, press Next
5. Press RLS



